

ELECTRONIC CUSTOMS DATA REQUIREMENT - FAQs

Jersey Post now requires you to provide customs data electronically when sending items (excluding items of correspondence) to all overseas destinations. This customs data is the information required for Customs declaration forms CN22 and CN23.

Some postal operators are already been sending electronic pre-advice Customs data. However, regulations will be more tightly controlled from 1 January 2021, so please check you are fully compliant to ensure you benefit from the continuity of a smooth process for sending postal parcel items out of Jersey.

Please contact the Business Sales team by email business@jerseypost.com if you need further support with providing electronic customs data. We can then work through the options to get you on board with these changes.

Why are we asking you to provide electronic customs data?

Electronic customs data is required to ensure that existing, emerging and future legislative, security and customs requirements in overseas destinations are met. Some countries are applying penalties, delaying or returning items in the absence of the required data and we want to help you avoid this.

What are the benefits?

There are benefits to providing complete and accurate electronic customs data as there will be less delays in customs, resulting in faster and more successful deliveries and fewer customer complaints. Providing complete and accurate electronic customs data will allow you to be ready for and comply with emerging and future legislative changes and individual country requirements.

- To avoid delays in Customs and/or penalty charges
- To enable an easier and slicker customs clearance and import process for recipients, resulting in faster and more successful deliveries as a result

What is electronic customs data and what data needs to be provided?

The requirement is to provide electronic Customs data on items sent via your postal or shipping system. You also need to attach the physical Customs declaration form CN22 or CN23 with a 13-digit item identifier (known as a S10 barcode) on every item to items (excluding items of general correspondence) you're sending to all overseas destinations, including the UK.

The Universal Postal Union (UPU) requests that these are completed accurately and in full with the following details, to facilitate a rapid clearance;

- Sender details (name, address, and if available, telephone number)

- Recipient details (name, address including destination country, and if available, telephone number and email)
- Item details in the form of an accurate and concise description of individual goods, quantity and measurements used, weight and value. It is absolutely critical that each item is shown as a separate line entry
- A Harmonised System (HS) Trade Tariff code; find out more about HS Classification here [World Customs Organization Harmonised System tariff code](#) or contact the Business Sales team by email business@jerseypost.com.
- Country of origin of contents, which refers to where the goods were produced or assembled
- The amount of postage paid and separately and specify other charges such as insurance costs
- A Universal Postal Union (UPU) compliant S10 barcode so the electronic customs data can be linked to the exported goods

How do I provide it?

The way you provide electronic customs data depends on which shipping system you use:

Jersey Post Online Business Postage Portal

Our online postage portal at www.jerseypost.com/sending/services/buy-postage-online/, allows you to enter the information required to generate electronic customs data files and also print the required labels to send items abroad, including barcodes for your parcel, CN22 or CN23 and a manifest note.

Some benefits of using our online postage portal:

- You enter the data into the system, which will print out all the required labels for you to affix onto the parcel - ensuring you meet the requirements for all destinations. This includes the addition of the item identifier (UPU standard S10 1D barcode) that is required for overseas postal operators to be able to access the data and provide it to their import customs agency for clearance.
- You should no longer have to write labels out manually which will save you time
- As the data is sent ahead of the item, this should allow for a more seamless Customs process in the country of destination

Franking Meters

The Universal Postal Union (UPU) has mandated that any international items containing goods must have an item unique identifier (known as a S10 barcode) attached. Items that do not have an S10 barcode attached may be delayed or even returned to the sender. We want to ensure that this doesn't happen to franked items and that franked items meet international mail standards for goods being sent abroad.

Franking meter customers have 2 options to provide electronic customs data:

- Use the Jersey Post online business postage portal to buy postage for International (including Europe) parcel items. Your electronic label will be completed online.

- Include a unique S10 barcode sticker on each item you are sending abroad containing goods along with the CN22 or CN23 customs form. Jersey Post can provide these labels on request by contacting business@jerseypost.com, but please be aware that this is a temporary solution and in future the barcodes will need to contain customs data. We therefore recommend switching to the Jersey online business postage portal to buy postage and create the correct labels.

Corporate Mailroom

Jersey Post Corporate Mailroom customers will present their mail to us in the usual way with completed CN22 and CN23 labels on each parcel item you are sending containing goods. We will complete and replace the label for these items at point of processing within our mailroom.

Jersey Post Postage Account Customers (green docket books)

To ensure all items posted meet EAD requirements and are not held up on arrival at their destination, Jersey Post encourages all Postage Account customers to process and purchase their parcel items online. Your electronic label will be completed online and available for download.

Letter mail can continue to be processed using the green docket books as these items do not require EAD customs labels.

Initially, from 1st January 2021, all international (including Europe) parcel items must be purchased online via the Jersey Post website, in order to have the correct EAD compliant labelling. Your electronic label will be completed online and available for download.

Once the UK enforce EAD on 1 April, our postage account customers will also be able to purchase their UK parcel postage online at www.jerseypost.com.

When you purchase your parcel labels online, you will need to print your postage summary and include it with your items when you present them to the Post Office.

Your letter items can be processed using the green docket books in the same way as they are currently.

Jersey Post Global Logistics customers

Due to the volumes of items sent by our global logistic customer, we recommend integrating directly with our shipping platform Atlas. Your Account Manager will be in touch to discuss your requirements and agree the best method for integration.

What is the Trade Tariff or Harmonised System (HS) Code and where can I find it?

The Trade Tariff or HS Code is a set of digits used to categorise goods for Customs charging. You can find the HMRC Trade Tariff Codes here: www.trade-tariff.service.gov.uk/trade-tariff/sections. To use it, simply type in a description of your item(s) and the website tool will generate your code. For further assistance contact business@jerseypost.com.

Why should I provide the Trade Tariff (HS) Code?

Provision of the Trade Tariff Code is requested for commercial items to help in the Customs clearance process. This is because the Trade Tariff Code lets the destination Post know electronically what is in the item, enabling accurate Customs charging and simplified Customs clearance. If the Trade Tariff Code is not completed or completed incorrectly then the wrong charges could be applied, or in some cases, Customs authorities may stop the parcel and examine it, potentially delaying its journey - they might even reject it and send the item(s) back to you.

Will this same level of detail be required on the CN22 / CN23?

Yes. Our Jersey Post online business postage portal will generate a printable CN22 / CN23 label containing all the information provided electronically, including description and HS Code etc.

Do I need to supply information for goods being posted to both the EU and the rest of the world?

Yes. From January 2021, customs data needs to be supplied whenever an item is required to go through Customs. So, all parcels being sent off-Island from Jersey will require an electronic customs label. However, items to the UK will require the electronic label from April 2021.

Will items now take longer to leave Jersey?

Our despatch times should be the same or quicker as we are able to scan barcoded items with more speed. Recipient countries that use electronic customs data for processing may also be able to clear items more quickly.

What if I cannot provide any electronic data because I am currently using a manual process?

If only manual data (i.e. CN22 or CN23 label only) is provided then this could result in the item being cleared manually; it may be opened, examined and therefore be delayed. If electronic data in the receiving country is required, your customer may incur fees or in the worst instance, the item may not be accepted into the destination country. We recommend you move from a manual process to inputting electronic customs data via our Jersey Post online business postage portal, which will capture and transmit all of the required data. This electronic process is simple to set up, user-friendly and by producing all required labels, saves time in manually writing labels.

What is the difference between a CN22 and a CN23?

CN23s are used for posting items with a value of £270 and above, whereas CN22s are used for goods valued at less than £270.

I use a 3rd party shipping system; what do I need to do?

The specifications for providers of other shipping systems have been updated and shared; these companies have been advised that this data must be captured and provided. For more information, please contact your provider.

Does the requirement to provide data electronically apply to large letters or ‘flats’?

Wherever a mail piece contains goods or gifts (with the exception of items of correspondence), it is required to go through customs clearance and will need to be accompanied by electronic customs data.

Concerned about Data Protection?

Some customers are concerned about supplying recipient contact details for data protection reasons. We manage all customer data according to the Jersey Post General Terms and Conditions and our Privacy Policy; all recipient contact details are protected by these policies including telephone numbers and email addresses when provided.

The information we share with overseas Posts in order to deliver items and notify recipients is also protected under our existing Terms and Conditions and Privacy Policy by means of a Data Sharing Agreement, which we have with each Post, and a further agreement between us and the International Post Corporation (IPC). No data can be shared with overseas Posts or the IPC without these Data Sharing Agreements in place so there is effectively no difference in the level of protection of data when sharing electronic customs data with overseas destinations.

What data fields are required for the new EAD customs labels?

The below table provides an overview for each of the required customs fields and explains how they need to be populated.

Send To	Country	Mandatory	Country selectable from a drop down list
	Address Line 1	Mandatory	The first line of the recipients postal address
	Address Dependent Locality	Mandatory	Village, neighbourhood, district of the recipients address
	Address Locality	Mandatory	The post town of the recipients address
	Address Administrative Area	Mandatory	The County, State or Province of the recipients address
	Address Postal Code	Mandatory	The Post Code of the recipients address IN CAPS
	Contact First Name	Mandatory	Contact name of the recipient
From	Address Country	Mandatory	Country selectable from a drop down list
	Address Line 1	Mandatory	The first line of the senders (despatching) site address
	Address Locality	Mandatory	The post town of the senders (despatching) site address
	Address Administrative Area	Mandatory	The County, State or Province of the senders (despatching) site address
	Address Postal Code	Mandatory	The Post Code of the senders (despatching) site address IN CAPS
	Address Contact Company Name	Mandatory	The despatching business Company Name
	Address Contact First Name	Mandatory	Contact name of the sender
Return To	Address Country	Mandatory	Country selectable from a drop down list
Service	Product	Mandatory	This is the top level in the Hierachy of how your items are dealt with
	Service	Mandatory	This is the type of service that you can request based on the Product you have chosen
Shipment Details	Reference 1	Mandatory	This is a free text field and should be used to identify an order to a single address, maybe customer order number
	Export Reason	Mandatory	Pick List
	Terms of Trade	Mandatory	DDU (Delivered Duty Unpaid) or DDP (Delivered Duty Paid)
	Shipping Cost	Mandatory	Postage paid by the sender
	Currency Code	Mandatory	Pick List
Parcels	Description	Mandatory	A high level description of the contents of the parcel
	Total Price Value	Mandatory	Total Price of the Parcel
	Total Price Currency Code	Mandatory	Pick List
	Weight Value	Mandatory	The total weight of a package going to a single address
	Weight Unit	Mandatory	Pick List
	Format	Mandatory	Pick List
	Dimensions Length	Mandatory	The Length of a package going to a single address
	Dimensions Width	Mandatory	The width of a package going to a single address
	Dimensions Height	Mandatory	The height of a package going to a single address
	Dimensions Unit	Mandatory	Pick List
Reference	Mandatory	This will be a unique identifier for the parcel, this could be order number etc	
Items	Description	Mandatory	The description of the item Note: Each unique item within a Parcel has to be listed seperately
	Quantity	Mandatory	The quantity of each unique item (must be at least 1)
	Unit Price Value	Mandatory	Individual price of the item
	Unit Price Currency Code	Mandatory	Currency in which the price has been entered
	Unit Weight Value	Mandatory	Individual weight of the item
	Unit Weight Unit	Mandatory	Pick List
	Parcels Items Country of Origin	Mandatory	ISO Country Code of origin of item